



Coronavirus : Visitor Restrictions

Friday 24th April 2020

Dear residents, relatives and friends;

Thank you again for your kind words of support during this difficult time. We recognise every day the sadness that this situation has caused, particularly as you have been unable to visit your loved ones.

Following the advice of public health England we must unfortunately continue to restrict visiting in order to protect our residents and staff.

You will have no doubt heard the relentless news stories about social care. The impact of COVID 19 due to hospital admissions and lack of personal protective equipment (PPE) has been devastating.

We can confirm that there are currently no cases of COVID19 in any of our homes and we have no shortage of PPE. We believe the reason for this was our decision to close early, privately order supplies of PPE and our policy decision; that we would not accept any admissions from hospital unless a negative test result was confirmed.

All of the infection control measures mentioned in previous letters are continuing and in addition face masks are now worn at all times. We took this decision a few weeks ago and is now the advice given by public health England. We believe that acting early at every stage is the reason why we have so far kept the virus out of our homes.

For those of you who video chat relatives using Zoom or Facetime please continue to do so, it's proving to be a great tool for connectivity. We want to

do everything we can to keep you in touch, if you want to send in any recordings, be it video or audio, we will be happy to share them.

Fortunately there have been very few staffing issues, we are so proud of our staff who continue to show such love and dedication to each of our residents and so much kindness to each other.

We know that this is an incredibly difficult time for everyone and we don't underestimate how much you will be missing your loved ones but I hope this update gives you some comfort.

Finally I just want to say that if circumstances arise where we feel it is essential for you to visit we will always call you and make arrangements for this to happen.

Sending our very best wishes to you and your families.

Thank you for your continued support.

Karen Rogers

A handwritten signature in black ink, appearing to read 'Karen Rogers', with a large, stylized initial 'K' and 'R'.

+44 7974736169

k.rogers@herefordshirecarehomes.com

